

**IOWAccess Advisory Council
Meeting Minutes of January 9, 2008, 1:00 PM
Hoover Building, Level A, Conference Room 5**

Draft

- Present: Richard Neri, Barbara Corson, Dan McGinn, Herb Strentz, Sheila Castaneda, Andrew Smith, Dawn Ainger*, Beth Baldwin, Terrence Neuzil*, Tom Gronstal, Kelly Hayworth, Terri Selberg, Carmine Boal, Vicki Lensing
- Absent: Glen Dickinson, Lawrence Lentz, Ron Wieck, Jeff Danielson
- Guests: John Hove, John Gillispie, Diane Van Zante, Malcolm Huston, Eric Gerling, Ann Mowery, Tom Huisman, Ann Weavers, Robin Harlow, John Greshman, Beth Henning, Alan Schmitz, Bo Berntsen, Kim Rasler, Jennifer Hart, Mike Albers, Mark Uhrin, Drew Dinsmore, Larry Murphy, Jill Eaton, Mary Wegner, Glen Adams, 3 Spindustry staff

* By phone

Council Chair, Dick Neri, opened the meeting and noted that a quorum of members was present.

1. Introductions, Miriam Ubben Resignation, Approve Minutes – Dick Neri, Chair.
All council members and guests introduced themselves. Dick announced that Miriam Ubben had moved out of state, therefore had resigned her position on the Council. The Governor's Office will be working on a replacement.

Approximately 42 people attended the Project Development Bootcamp which was held on December 18. The session was well received; participants' comments were very favorable.

Herb Strentz moved approval of the November 7, 2007 meeting minutes; Vicki Lensing seconded the motion. An oral vote was taken, unanimously approving the minutes as written.

2. Iowa Interactive Update – Eric Gerling, Iowa Interactive.
Recent accomplishments include the launch of the Office of Energy Independence website and the Cultural Affairs museum store website.

At the November meeting, the Council approved funding for website redesign for the Department of Veterans' Affairs. The Information Technology Enterprise (ITE) and Iowa Interactive are collaborating on this project; ITE is working on the back end (the dynamic content) and Iowa Interactive is working on the front end. The money approved at the last meeting will go to ITE to coordinate efforts.

Herb Strentz suggested putting more emphasis on serving citizens with IOWAccess funds rather than serving other state agencies. Examples of this would be communicating with our military overseas or those in hospitals.

Iowa Interactive is also working on a real time election project. The Secretary of State is very interested in providing real time election results. This would permit election results to be viewed as they come in. Auditors would also be able to post local election results.

Council members noted that Iowa Interactive is engaged in several projects with the Department of Natural Resources (DNR) and DNR has received funding from the Council for numerous projects. As funding requests come before the Council, this may be something to keep in mind.

3. IOWAccess Financial Update – John Hove.

Financial statements for the IOWAccess fund for the period ending November 30, 2007 were presented. Year-to-date revenues total \$2 million; this figure includes the million dollar appropriation. Year-to-date expenditures are \$1.2 million, resulting in an increase in net assets of \$794,000. When combined with net assets carried into the new fiscal year, current net assets total \$3.2 million. Unobligated cash at the end of November stood at \$1,415,282.

In the past, the IOWAccess Advisory Council has had sufficient funds to approve requests that were in line with the Council's mission. Based on the current level of requests and available funding, the Council may wish to take a different approach. Malcolm Huston and Mark Uhrin compiled some financial projections for both the projects and the fund. Based on historical data and educated estimates, they made a good faith effort to project how our finances will play out. This calculation took into consideration net assets, (those amounts that accrue from month to month), the amount of approved funding, total revenues/month, projected funding to take an existing project to completion, committed expenditures per month, operating expenses, Iowa Interactive expense, total expenditures per month, change in assets per month, and remaining obligated cash. These figures assume no new projects, only what the current projects (in phases one, two or three) will spend over the next 16 months. Utilizing this information, in roughly December, we will be in the red (which is not permitted). Any old projects not shown have been closed out, except two projects which are fairly small and probably don't have a significant impact. Historically, the Council has fully funded a project once they approve initial funding. This is only a forecast, based on best guesstimates. The Council may have to become more selective in approving funding. Council members asked several questions to get a clear understanding of the data presented. Is it more important to fund projects that have received previous funding or to accept a new project? Opinions vary. The projects would probably be funded eventually, but possibly not in the timeframe originally hoped for. Could we create a working document out of this spreadsheet so that it is updated every meeting? Yes.

Ann Mowery, Executive Director of the Iowa Board of Medicine, mentioned that the Dental Licensure project should be on the spreadsheet, however is not. The IOWAccess Advisory Council approved startup funds for this project several years ago.

Discussion needs to focus on how the Council is going to proceed, based on this projection. Should the Council deny funds or table action on a request? The Council's mission is to

serve the citizens of Iowa, not to make individual departments run more efficiently. Should the Council take into consideration who is doing the work?

There is an item further down the agenda where discussion of this subject might be more appropriate. Does the Council want to discuss this matter now or later in the meeting? Not doing so now would seem to be prejudicial to those projects that have requested funds today. Any discussion may not yield hard and fast decisions. The Council is advisory, so can only recommend. Recommendations are taken to the DAS Director to accept or reject. Since the agenda states “policy discussion,” rather than “policy decision,” the Council cannot adopt new policies for allocation of funds at today’s meeting. Again, the Council does not have the authority to set policy, only to recommend. However, the code does allow the Council to set priorities and goals.

Sheila Castaneda made a motion to revise the order of agenda items and hold the policy discussion (item 11) at the present time. Kelly Hayworth seconded the motion. Dawn Ainger joined the meeting by phone at 2:00 p.m.; Dick Neri recounted the Council’s discussion. An oral vote was then taken, yielding the following result:

Opposed: Tom Gronstal, Herb Strentz, Terrence Neuzil

Abstaining: Dawn Ainger

In Favor: All others

The motion passed.

Policy Discussion – Revised Concept Paper and ROI 2-Step – Malcolm Huston.

Malcolm reworked the ROI document to more clearly define the expectations of all of the parties. The new document includes approval guidelines, policy guidelines, guidelines for cost (what we expect from the requestor), and addresses the availability of funds (how you get the funds from the Council), frequency of project reports, procedure for changes, and dispute resolution. Sponsor acceptance of these terms and conditions would occur prior to scope or design and would be used in stage one funding decisions. Malcolm suggested that the ROI document reflect initial estimates as well as revised totals. Additional information was provided to explain what needs to be submitted in each stage. There is also an evaluation summary you may use.

With Council approval, Malcolm would like to move ahead with the new form. Do we need a designation that identifies who will be completing the work? That information is requested in the section immediately below the project budget table.

Is the IOWAccess Advisory Council charged with showing cost savings? Governor Vilsack developed an ROI program so that IT projects would be evaluated against ROI processes. There is no requirement by law.

Could ITE be put out of business if all the work went to an outside vendor? The Department of Administrative Services receives no appropriation, all revenue is the result of a fee for service model. Is there a certain percentage of money that needs to go to ITE to keep it viable? There has to be a balance. ITE has had trouble getting projects done on time. If ITE cannot complete the work within 6-8 months, the submitter should be able to utilize an

outside vendor. ITE should know whether or not it has the time and resources when a project is submitted. When is that decision made? It is hard for ITE to assess its workload until the Council decides what is/isn't going to be approved. The answer varies, based upon the project and available resources. How do we ensure that software developed by one agency can be used by another? There is no standard at present.

Sheila Castaneda moved adoption of the new process going forward; Dawn Ainger seconded the motion. An oral vote was taken; there was unanimous approval.

4. Single Online Application Process – Request for Additional Implementation Funding (\$100,000) – Tom Huisman, Department of Human Services (DHS).
Tom is the DHS Chief Information Officer. This is not scope analysis, as indicated. DHS is in the system development phase. Funding was originally approved in May of 2007. This application builds on the food assistance project that the Council already funded. The budget has been revised; this \$100,000 was not included in the original financial projection spreadsheet. The cost increase is due to changes in the architecture of the system.

Kelly Hayworth made a motion to approve the funds; Herb Strentz seconded and noted that this application is one that helps the people of Iowa. An oral vote was taken, yielding the following result:

Opposed: None

Abstaining: Dawn Ainger, Sheila Castaneda

In Favor: All others

The motion passed.

5. County Management Information System (CoMIS) – Request for Design Funding (\$75,000) – Robin Harlow, Iowa State Association of Counties (ISAC), John Greshman, and three individuals from Spindustry.
The project name has been changed from CoMIS to County CSN (Community Service Network). Much of the design work has already been completed. In December, the decision was made to ask Spindustry to help with the project. The intent is to create a central data system that ties together the county community services systems and allows citizens to go online to see what services are available. Eventually, the system will tie in to DHS. Ninety-two counties have committed thus far; it is believed that all 99 counties will agree to participate. It will be a web-based system where the citizen selects the appropriate county and applies for services. This request is for \$75,000 and should allow completion of the design work by March 1st. Total project costs should run about \$825,000. ISAC is only asking the Council for \$375,000 of that (\$175,000 in FY08 and \$200,000 in FY09). Primarily, the system will serve the mental health population. The process would be the same, no matter what county you are in.

This seems like redundant government because Iowa Land Records has created a very similar system that is already in the 99 counties. Have you looked at the possibility of using that system? No. Can the Council fund non-state agency requests? At present, the code is silent about who can request funds. The Assistant Attorney General has advised us to

continue to fund non-state projects that have already been approved at some level, but not to approve new projects. DAS will be seeking legislative changes with regard to this issue.

Kelly Hayworth moved approval of the request; Barb Corson seconded the motion. Dawn Ainger mentioned that it was critical that the data be owned by the state. An oral vote was taken, yielding the following result:

Opposed: Terri Selberg, Andrew Smith

Abstaining: None

In Favor: All others

The motion passed.

Council members were given a brief break from 3:30 until 3:43 p.m. Terrence Neuzil dropped off the call at 3:30. There was still a quorum of members present.

6. Library Demographics – Request for Design AND Implementation Funding (\$490,000) – Beth Henning, Mary Wegner, and Alan Schmitz, State Library. The program is actually called Dynamic Data on the Web. The State Library wants to complete the project with the staff that they have available (two people). The state data center program is a cooperative program with the census bureau. The State Library is the lead agency in Iowa. To fulfill their mission with the census bureau, the State Library maintains a website with specific information about the state of Iowa. The primary users of that information are state and local governments. The data that the State Library provides is static. Customers have indicated that they want more interactivity/functionality. There would be numerous benefits for Iowans: can manipulate and customize data, use maps and charts, sort and rank data, and increase the availability of public data. The best solution appears to make use of business intelligence software. The State Library will pay for training and license fees going forward. They are asking IOWAccess for software costs and conversion costs for the existing data (which would primarily be done through an outside vendor). This funding request covers a two-year period, software this year and services next year. Is there a way to stair step into this project? In light of the previous budgetary discussion, the Council does not have sufficient funds to allocate this large of an amount to one project. Is a Chevy version acceptable rather than a Cadillac version? ITE would not be involved in the operation or ongoing maintenance of the system. The State Library would be putting out an RFP. Why aren't we following the IOWAccess process and doing design and implementation separately? The system allows some flexibility.

Tom Gronstal moved approval of the funding; Herb Strentz seconded the motion. An oral vote was taken, yielding the following result:

Opposed: Andrew Smith, Dawn Ainger

Abstaining: Barbara Corson

In Favor: All others

The motion passed. Sheila asked the State Library to report back once the RFP comes in. Dawn Ainger dropped off the call to attend a 4:30 meeting. There was still a quorum of members present.

7. OpenUpIowa – Request for Design Funding (\$20,000) – Bo Berntsen, Office of the Governor (IGOV).

OpenUp Iowa is a board and commission website and database that increases openness in state government and educates Iowans about boards and commissions. It will simplify the board and commission application process and improve the appointment process.

Kelly Hayworth moved approval; Barb Corson seconded the motion. An oral vote was taken; the motion passed unanimously.

8. Gift to Iowa's Future – DNR Donation System – Request for Scope and Design Funding (\$40,000) – Kim Rasler, Department of Natural Resources (DNR).

DNR wants to create a public electronic access system for donations to Iowa's natural resources. The current process is old, manual, and disjointed. Donations are accepted in four forms: labor, physical assets, land, and money. How many gifts does the DNR get in a year? In terms of tangible items, there are about 20 a month. Donations of time have not been tracked. How does the old system work? Typically, first contact is by phone or e-mail. Carmine Boal left the meeting at 4:37. As an ex-officio member, her departure did not affect the quorum.

The Council generally concurred that this project did not merit funding and expressed doubt that such a system could be totally automated. DNR was encouraged to post information on their website about donating and to work with others who could channel funds to this effort. A clarification was also offered that the Council preferred to see a project benefit the citizens of Iowa rather than the agency itself.

Tom Gronstal moved the request be denied; Sheila Castaneda seconded the motion. An oral vote was taken, unanimously upholding the denial.

9. Dental Licensure – Request for Implementation Funding (\$550,000) – Jennifer Hart, Iowa Dental Board and Ann Mowery, Iowa Board of Medicine.

There are three separate entities: the Iowa Dental Board, the Iowa Board of Medicine, and the Board of Nursing. They each license healthcare providers, investigate complaints, discipline providers and monitor compliance of licenses. The Dental Board oversees dentists, dental hygienists, and dental assistants. Previously the boards used a product called Licensure, but support for that product ceased. Because the Board had no funds to dedicate to the project, ITE suggested that the Dental Board work with Iowa Interactive. Other units in Public Health use a licensure product that they developed. After about 3 ½ years, Iowa Interactive indicated that they could not complete the project.

A program is needed that maintains existing functionality as well as offering new and enhanced services. The Dental Board is seeking funding for a configurable off-the-shelf product. They want to offer 24 x 7 online licensing, renewal, verification, and e-payment capability. New features would include a subscription service for employers and healthcare facilities to track changes in licensure status, access to public disciplinary documents, electronic submission of continuing education records, and electronic submission of complaints and investigative information. Is there any way to phase this in over a period of

years? Most of the cost is upfront because the Dental Board intends to purchase a configurable product. There are about 73,000 licenses issued per year. What if a fee were added to the licenses for one year to pay for this? The cost of nursing renewal is currently \$99, physician renewal is \$500. Has the Board explored any of the software that is in the public domain? There is no free software that suits the Board's needs. The amount of funding being requested is based on responses to an RFI. Herb Strentz left the meeting at 5:14 p.m. There was still a quorum of members present.

Sheila Castaneda moved the request be denied; Barb Corson seconded the motion.

Discussion: Should the Council table a decision? What happens if the money runs out? An RFP might help determine what the actual costs are. This is an important project. Maybe the Board could fund part of the cost through surcharges. It may be worth taking a closer look at the Iowa Realtors licensure system, the Bar Association licensure system, and the other Public Health licensure systems. An oral vote was taken, yielding the following result:

Opposed: Vicki Lensing

Abstaining: Andrew Smith

In Favor: All others

The request was denied.

Tom Gronstal offered a motion to reconsider the request at some point in the future; Dan McGinn seconded. An oral vote was taken, with the following result:

Opposed: None

Abstaining: Sheila Castaneda

In Favor: All Others

The motion to reconsider passed.

Beth Baldwin left the meeting at 5:22. There was still a quorum of eight members.

10. Property Valuation Submission (PVS) – Request for Additional Implementation Funding (\$15,500) – Mike Albers, Department of Management (DOM).

Mike was last here a few months ago. The project has been very successful; additional funding is needed to complete the public reports portion.

Kelly Hayworth moved approval; Barb Corson seconded the motion. An oral vote was taken, unanimously approving the request.

11. Policy Discussion – Revised Concept Paper and ROI 2-Step – Malcolm Huston.

This topic was addressed earlier in the meeting. See minutes under agenda item #3.

12. ITE Project Updates – Mark Uhrin.

In the interest of time, Mark asked if Council members had any questions. None were posed.

13. Wrap Up and Adjourn – Dick Neri.

The next meeting is March 12, 2008. Since Herb Strentz' term expires the end of April, it will be his last meeting. There being no further business, the meeting adjourned at 5:24 p.m.

